

LANCASTER COUNTY VETERANS SERVICE SPECIALIST

NATURE OF WORK

This is human service work involving client reception, answering phones, receiving the public, conducting interviews, office files management, typing and data entry, general accounting and the monitoring of special programs.

Work involves coordination of support services and financial benefits available to veterans at federal, state and county levels. Work also involves obtaining and investigating service and program application information, investigating residential requirements, preparing case records and performing adjunct clerical duties. Monitoring special programs which require the computation of statistics and associated reports. Supervision is received from the County Veterans Service Officer with work being reviewed in the form of reports, conferences and effectiveness of support services provided.

EXAMPLE OF WORK PERFORMED

Prepares information for entry into the VETREX computer program as well as posting all applications in the files on the computer system.

Conduct telephone and personal interviews with veterans seeking financial assistance; determine if referrals are necessary, investigate and verify residency eligibility and qualifying service requirements; identify and complete applications for appropriate support services and financial benefits.

Administer the Grave Registration program and submit the required information to State and Federal agencies as required by law.

Maintain general accounting files for payroll, budget and County Veterans Aid Fund using general accounting principles.

Process completed applications, forms, reports and documents for submission to the designated authority.

Prepare and maintain case records; conduct with routine filing, database and file maintenance, and reception duties on a daily basis.

DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Some knowledge of laws and regulations applicable to veterans' services and benefits.

Some knowledge of support service agencies in the community as well as services provided by those agencies.

Some knowledge of general accounting principles.

Some knowledge of principles, practices and methods of interviewing.

Some knowledge of common word processing and computer database software applications.

Ability to interpret laws and regulations applicable to veterans' services and benefits.

Ability to perform routine clerical tasks.

Ability to establish and maintain effective working relationships with veterans and their families, co-workers and community agency representatives.

Ability to communicate effectively both orally and in writing.

Ability to maintain routine records of benefits received and services provided.

DESIRABLE TRAINING EXPERIENCE

Graduation from a senior high school or equivalent with college level course work in computer applications and report generation using common office software, accounting, office management and experience working in a social services agency or counseling environment.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent or any combination of training and experience which provides the desirable knowledges, abilities and skills.

Approved by: _____
Department Head Personnel Director

Revised 7/02

PS9772